Bell Atlantic
1300 I Street N.W.
Suite 400 West
Washington, DC 20005
202 336-7824 Fax 202 336-7922
E-Mail: Dolores.A.May@BellAtlantic.com

Dee May
Director
Federal Regulatory Affairs

@ Bell Atlantic

November 5, 1999

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FEDERAL COMMUNICATIONS
OFFICE OF THE SECRETARY COMMISSION

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

> **Re: CC Docket No. 99-295: In the Matter of Application of Bell Atlantic Pursuant to Section 271 of the Telecommunications Act of 1996 to Provide In-Region, InterLATA Services in New York**

Dear Ms. Salas,

At the request of the Common Carrier Bureau Policy Division, Bell Atlantic had a conference call yesterday with representatives of the CCB to address their questions regarding Mr. Gertner's and Mr. Bamberger's Declaration which was filed in our New York Long Distance Application. Also discussed were performance measurement metrics. Material used in the discussion is attached. Representing Bell Atlantic were R. Gertner, G. Bamberger, M. Glover, G. Dowall, J. Canny, L. Vial and me. Representing the Policy Division were D. Shiman, J. Mikes, J. Patterson, A. Kearney and E. Einhorn.

As outlined in the Public Notice (DA-99-2014) issued by the FCC on September 29, 1999, the 20 page ex parte limit does not apply to this ex parte since Bell Atlantic is responding to direct questions raised by Commission staff and reviewed material addressed in our original application. The page limitation also does not apply to the material attached because it was used during the ex parte conference call to facilitate discussion.

Please feel free to contact me with any questions.

Sincerely,

Dee May

Attachments

cc: A. Kearney   E. Einhorn
     C. Mattey   D. Shiman
     J. Patterson   J. Mikes

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Average Interval Offered reflects the number of days between the application date (the date that we receive the valid Local Service Request) and the Due Date (the date that we commit to completing the service).

Excluded from this are:
- BA Test Orders
- Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code).
- Bell Atlantic Administrative orders. [1]
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.

Average Interval Completed reflects the number of days between the application date (the date that we receive the valid Local Service Request) and the Date that the work was actually completed.

Excluded from this are:
- The same exclusions as average interval offered – plus,
- Orders completed late due to any end user or CLEC caused delay.

% Completed within X Days: For POTS (Resale and UNE Platform) orders for between 1 and 5 lines per order, the percent of orders where the completion interval is within a specified number of business days. Reported for 1, 2, 3, and 5 days separately for dispatch and non-dispatched orders. Reported for 4 and 6 days in total (combined dispatch and no dispatch).

Excluded from this are:
- The same exclusions as average interval offered – plus,
- Orders completed late due to any end user or CLEC caused delay
- Disconnect Orders.

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[1] BA Administrative Orders – See Glossary

% Missed Appointments

This performance measure includes 4 types of sub-metrics: % Missed Appointments, Average Delay Days, % On Time (LNP) and % On Time – UNE Hot Cut Loop.

Sub-Metric Type	Definition
% Missed Appointments	The Percent of Orders completed after the commitment date where the miss is due to Bell Atlantic reasons. If there is both a Bell Atlantic Miss and a Customer Miss on the order, the order is counted as a Bell Atlantic Miss.
Average Delay Days	For orders missed due to Bell Atlantic reasons, the average number of days between committed due date and actual work completion date attributable to Bell Atlantic.
% On Time Performance (LNP)	Note: Each number portability order includes both the establishment of the number portability trigger and the disconnect of the BA retail line. % On Time measures the % of Local Number Portability Orders where the number portability trigger is in place before the frame due date and time and the retail disconnect order is completed after the due time, but on the due date. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Orders disconnected early are considered not met.
% On Time Performance (Hot Cut Loop)	% of all UNE Loop orders completed within the specified cut-over window. (Cut-over windows vary by the size and type of cut). The Start time of the window is specified on the Local Service Request (LSR). Orders disconnected early are considered not met. Orders completed within the window with a trouble found by the CLEC upon acceptance testing (within one hour of completion) are considered not met.

Excluded from this are:
- BA Test Orders
- Disconnect Orders
- Bell Atlantic Administrative orders [2]
- Additional Segments [3] on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.

The following pages are directly from the NY Carrier to Carrier Guidelines as of July 1999.

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[2] BA Administrative Orders – See Glossary
[3] Segments – See Glossary

Provisioning (PR)

Function:
PR-1 Average Interval Offered
Definition:
POTS and Specials: Average Offered Interval is also known as the average appointed interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. POTS Complex Orders include: Basic Rate ISDN and Two Wire Digital Loops. Specials Orders Include: All Designed circuits, 4 wire circuits (including Primary rate ISDN), all DS0, DS1 and DS3 circuits. EEL and IOF to be reported separately. Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and due date committed to from firm order confirmation. Measures service orders completed between the measured dates. Notes: (1) The offered intervals for cancelled orders are counted in the month in which the cancellation occurs. (2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.
Exclusions:
• BA Test Orders. • Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code). • Bell Atlantic Administrative orders. [4] • Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error). • Additional Segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole). • Retail Suspend for non-payment and associated restore orders. • Orders that are not completed or cancelled
Performance Standard:
Parity with BA Retail. See Interval Guide for specific products and services.
Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

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[4] BA Administrative Orders – See Glossary

Bell Atlantic – New York
Provisioning Performance Measures

Sub-Metrics – PR-1 Average Interval Offered

PR-1-01	Average Interval Offered – Total No Dispatch (31)		
Products	Retail: • POTS: Residence • POTS: Business • Complex (ISDN) • Specials	Resale: • POTS: Residence • POTS: Business • Complex (ISDN) • Specials	UNE: • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP) • Complex (Two Wire Digital Loop - ISDN) • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Orders without an outside dispatch in Product Groups		Count of Orders without an outside dispatch in Product Groups
PR-1-02	Average Interval Offered – Total Dispatch (32)		
Products	Retail: • Complex (ISDN) • Specials	Resale: • Complex (ISDN) • Specials	UNE: • Complex (Two Wire Digital Loop - ISDN) • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Orders with an outside dispatch in Product Groups.		Count of Orders with an outside dispatch in Product Groups.
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines) (33)		
Products	Retail: • POTS: Residence • POTS: Business	Resale: • POTS: Residence • POTS: Business	UNE: • POTS – Platform • POTS - Loop
Calculation	Numerator		Denominator
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.		Count of POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.
PR-1-04	Average Interval Offered – Dispatch (6-9 Lines) (34)		
Products	Retail: • POTS - Total	Resale: • POTS – Total	UNE: • POTS – Platform • POTS - Loop
Calculation	Numerator		Denominator
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.		Count of POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.

Sub-Metrics – PR-1 Average Interval Offered (continued)

PR-1-05	Average Interval Offered – Dispatch (≥ 10 Lines) (35)		
Products	*Retail:* • POTS - Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS - Loop
Calculation	**Numerator**		**Denominator**
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.		Count of POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.
PR-1-06	Average Interval Offered – DS0 (36)		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed due date less application date for Special Services orders for DS0 services.		Count of Special Services orders for DS0 services.
PR-1-07	Average Interval Offered – DS1 (37)		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed due date less application date for Special Services orders for DS1 services.		Count of Special Services orders for DS1 services.
PR-1-08	Average Interval Offered – DS3 (38)		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed due date less application date for Special Services orders for DS3 services.		Count of Special Services orders for DS3 services.
PR-1-09	Average Interval Offered – Total (Trunks) (39)		
Products	*UNE:* • IOF • EEL – Backbone • EEL – Loop	Retail Trunks: • IXC FG D Trunks	CLEC Trunks: • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	**Numerator**		**Denominator**
	Sum of committed due date less application date for product group orders.		Count of orders for product group.

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-10	**Average Interval Offered – Disconnects – No Dispatch**		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (Incl. Complex) • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed due date less application date for product group no dispatch disconnect (D & F) orders.		Count of orders for product group.
PR-1-11	**Average Interval Offered – Disconnects – Dispatch**		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (Incl. Complex) • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed due date less application date for product group dispatch disconnect (D&F) orders.		Count of orders for product group.

Bell Atlantic – New York
Provisioning Performance Measures

Function:
PR-2 Average Interval Completed
Definition:
POTS and Specials: The average number of business days between order application date and actual work completion date. The application date is the date that a valid service request is received. Coordinated Cut-over (Hot Cut) Loop orders are considered complete upon acceptance by CLEC. However, if a CLEC is not ready on the due date to test and accept, BA will complete the order. Any problems with the loop subsequent to this completion should be entered into RETAS as a trouble. If the trouble can not be entered, due to order processing, the CLEC should call into the BA center (RCCC) where the trouble will be tracked. CLECs should provide serial number to BA at turn-up for documentation. Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and date order is completed and customer is notified. Measures service orders completed between the measured dates. Note: (1) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.
Exclusions:
• BA Test Orders • Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code). • Bell Atlantic Administrative orders. [5] • Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error). • Additional Segments on orders (parts of a whole order are included in the whole). • Orders that are not complete. (Orders are included in the month that they are complete). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end user or CLEC caused delay. • Trunks: Excludes all customer desired due dates > 18 days, projects, trunk quantities greater than 192 and reciprocal trunks from BA to the CLEC, and N orders for new CLEC entrants to BA.
Performance Standard:
Parity with BA Retail. See Interval Guide for specific products and services.
Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

[5] BA Administrative Orders – See Glossary

Sub-Metrics – PR-2 Average Interval Completed

PR-2-01	Average Interval Completed – Total No Dispatch (40)		
Products	*Retail:* • POTS: Residence • POTS: Business • Complex (ISDN) • Specials	*Resale:* • POTS: Residence • POTS: Business • Complex (ISDN) • Specials	*UNE:* • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP) • Complex (Two Wire Digital Loop - ISDN) • Specials
Calculation	**Numerator**		**Denominator**
	Sum of completion date less application date for Orders without an outside dispatch in Product Groups		Count of orders for Orders without an outside dispatch in Product Groups
PR-2-02	Average Interval Completed – Total Dispatch (50)		
Products	*Retail:* • Complex (ISDN) • Specials	*Resale:* • Complex (ISDN) • Specials	*UNE:* • Complex (Two Wire Digital Loop - ISDN) • Specials
Calculation	**Numerator**		**Denominator**
	Sum of completion date less application date for Orders with an outside dispatch in Product Groups.		Count of orders for Orders with an outside dispatch in Product Groups.
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines) (44)		
Products	*Retail:* • POTS: Residence • POTS: Business	*Resale:* • POTS: Residence • POTS: Business	*UNE:* • POTS – Platform • POTS - Loop
Calculation	**Numerator**		**Denominator**
	Sum of completion date less application date for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.		Count of orders for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines) (48)		
Products	*Retail:* • POTS - Total	*Resale:* • POTS - Total	*UNE:* • POTS – Platform • POTS - Loop
Calculation	**Numerator**		**Denominator**
	Sum of completion date less application date for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.		Count of orders for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.

Sub-Metrics – PR-2 Average Interval Completed(continued)

PR-2-05	Average Interval Completed - Dispatch (≥ 10 Lines) (49)		
Products	*Retail:* • POTS - Total	*Resale:* • POTS - Total	*UNE:* • POTS – Platform • POTS - Loop
Calculation	**Numerator**		**Denominator**
	Sum of completion date less application date for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.		Count of orders for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.
PR-2-06	Average Interval Completed – DS0 (51)		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**		**Denominator**
	Sum of completion date less application date for Special Services DS0 Orders.		Count of orders for Special Services DS0 Orders.
PR-2-07	Average Interval Completed – DS1 (52)		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**		**Denominator**
	Sum of completion date less application date for Special Services DS1 Orders.		Count of orders for Special Services DS1 Orders.
PR-2-08	Average Interval Completed – DS3 (53)		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**		**Denominator**
	Sum of completion date less application date for Special Services DS3 Orders.		Count of orders for Special Services DS3 Orders.
PR-2-09	Average Interval Completed – Total (54)		
Products	*UNE:* • IOF • EEL – Backbone • EEL – Loop	Retail Trunks: • IXC FG D Trunks	CLEC Trunks: • Interconnection Trunks
Calculation	**Numerator**		**Denominator**
	Sum of completion date less application date for orders within product groups.		Count of orders for orders within product groups.
PR-2-10	Average Interval Completed – Disconnects – No Dispatch		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (Incl. Complex) • Specials
Calculation	**Numerator**		**Denominator**
	Sum of due date less completion date for product group no dispatch disconnect (D&F) orders.		Count of no dispatch disconnect orders for product group.

Sub-Metrics – PR-2 Average Interval Completed (continued)		
PR-2-11	**Average Interval Completed – Disconnects – Dispatch**	
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (Incl. Complex) • Specials
Calculation	**Numerator**		**Denominator**
	Sum of due date less completion date for product group dispatch disconnect (D&F) orders.		Count of dispatch disconnect orders for product group.

Function:
PR-3 Completed within Specified Number of Days (1-5 Lines)

Definition:
For POTS orders with 5 or fewer lines, the percent of orders completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received.

Exclusions:
- BA Test Orders.
- Disconnect Orders.
- Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code).
- Bell Atlantic Administrative orders. [6]
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.

Performance Standard:
Parity with BA Retail.
See Interval Guide for specific products and services.

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS: Manhattan, Greater Metro, Suburban and North-State

	Retail: • POTS - Total	Resale: • POTS - Total	UNE: • POTS – Platform & Other (UNE Switch & INP)

Sub-Metrics

PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch) (41)	
Calculation	**Numerator**	**Denominator**
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch) (42)	
Calculation	**Numerator**	**Denominator**
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.

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[6] BA Administrative Orders – See Glossary

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)		
PR-3-03	**% Completed in 3 Days (1-5 Lines - No Dispatch) (43)**	
Calculation	**Numerator**	**Denominator**
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.
PR-3-04	**% Completed in 1 Day (1-5 Lines - Dispatch) (45)**	
Calculation	**Numerator**	**Denominator**
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-05	**% Completed in 2 Days (1-5 Lines - Dispatch) (46)**	
Calculation	**Numerator**	**Denominator**
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-06	**% Completed in 3 Days (1-5 Lines - Dispatch) (47)**	
Calculation	**Numerator**	**Denominator**
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-07	**% Completed in 4 Days (1-5 Lines - Total) (55)**	
Calculation	**Numerator**	**Denominator**
	Count of POTS orders with 1 to 5 lines where completion date less application date is 4 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-08	**% Completed in 5 Days (1-5 Lines – No Dispatch) (56)**	
Calculation	**Numerator**	**Denominator**
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-09	**% Completed in 5 Days (1-5 Lines – Dispatch) (56)**	
Calculation	**Numerator**	**Denominator**
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-10	**% Completed in 6 Days (1-5 Lines - Total) (57)**	
Calculation	**Numerator**	**Denominator**
	Count of POTS orders with 1 to 5 lines where completion date less application date is 6 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.

Function:
PR-4 Missed Appointments

Definition:
The Percent of Orders completed after the commitment date.
Trunks: Includes reciprocal trunks from BA to CLEC. The percentage of trunks completed for which there was a missed appointment.

Methodology:
Bell Atlantic will mechanize the performance calculation of On Time Performance for LNP and Hot Cuts using WFA. Time stamps for framework start and stop times and translation start and stop times will be used to ensure work is completed according to prescribed requirements. "Bed-sheets" have been used historically to manually calculate on time performance for Hot Cuts and LNP. BA plans to stop using bed-sheets for performance measures as of March 31, 1999. Significant changes have been and are in the processing of being made in WFA to enable this automation.

- Two new work types will be created in WFA-DI
    - NDSUB - for pre-wire and testing CLEC dial-tone on DD-1
    - NDSCT - for performing "hot cut" on DD
    - Note: Separate work requests will be created for RCMAC

The work requests will include combined order number, lead CKID, number of ckts/segments, NPA-NXX, commitment date & time.

Exclusions:

- BA Test Orders
- Disconnect Orders
- Bell Atlantic Administrative orders [7]
- Additional Segments [8] on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.

Performance Standard:

Parity with BA Retail [9]
LNP: 95% on Time
Hot Cuts: 95% completed within window.
Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

    1 to 9 lines: 1 Hour
    10 to 49 lines: 2 Hours
    50 to 99 lines: 3 Hours
    100 to 199 lines: 4 Hours
    200 plus lines: 8 Hours

Report Dimensions	
Company:	Geography:
• BA Retail	• POTS: Manhattan, Greater Metro, Suburban and North-State
• CLEC Aggregate	• Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)
• CLEC Specific	

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[7] BA Administrative Orders – See Glossary
[8] Segments – See Glossary
[9] % Missed Appointment Customer – No Standard – Not in Control of Bell Atlantic

Bell Atlantic – New York
Provisioning Performance Measures

Sub-Metrics				
PR-4-01	**% Missed Appointment – Bell Atlantic – Total (58)**			
Description	The Percent of Orders completed after the commitment date due to Bell Atlantic reasons.			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • EEL • IOF • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group		Count of Orders Completed for product group.	
PR-4-02	**Average Delay Days – Total (59)**			
Description	For orders missed due to Bell Atlantic reasons, the average number of days between committed due date and actual work completion date.			
Products	Retail: • POTS • Complex • Specials • IXC FGD Trunks	Resale: • POTS • Complex • Specials • IXC FGD Trunks	UNE: • POTS • Complex • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of the completion date less due date for orders missed due to company reasons by product group.		Count of orders missed for company reasons, by product group.	
PR-4-03	**% Missed Appointment – Customer (60)**			
Description	The Percent of Orders completed after the commitment date, due to CLEC or end user delay. (See appendix B for customer miss codes)			
Products	Retail: • POTS • Complex • Specials • IXC FGD Trunks	Resale: • POTS • Complex • Specials •	UNE: • POTS • Complex • EEL • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (CISR_MAC ='SA','SR','SO','SL') for product group		Count of Orders Completed for product group.	

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-04		**% Missed Appointment – Bell Atlantic – Dispatch (61)**
Description		The Percent of Dispatched Orders completed after the commitment date, due to Bell Atlantic reasons.
Products	Retail: • POTS • Complex	Resale: • POTS • Complex	UNE: • Platform • Loop – New • Loop – Hot Cut • Complex

Calculation	**Numerator**	**Denominator**
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group.	0Count of Dispatched Orders Completed for product group.

PR-4-05	**% Missed Appointment – Bell Atlantic – No Dispatch (62)**	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Bell Atlantic reasons.	
Products	Retail: • POTS • Complex	Resale: • POTS • Complex	UNE: • Platform • Loop – Hot Cut • POTS - Other • Complex

Calculation	**Numerator**	**Denominator**
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group.	1Count of No Dispatch Orders Completed for product group.

PR-4-06	**% On Time Performance – Hot Cut (New)**
Description	% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early are considered not met.
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)

Calculation	**Numerator**	**Denominator**
	Count of hot cut (coordinated loop orders) (With or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of hot cut (coordinated loop orders) completed.

Sub-Metrics (continued) PR-4 Missed Appointments	
PR-4-07	% On Time Performance – LNP Only (New)
Description	% of all LNP PONs (including the associated retail disconnect orders) where trigger is in place before the frame due date and disconnect is completed after, but on the due date For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.
Products	UNE: • LNP

Calculation	Numerator	Denominator
	Count of LNP orders, where port trigger is completed before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame. (manual count)	Count of LNP orders completed. (Manual count)

PR-4-08	% Missed Appointment – Customer – Due to Late Order Confirmation (New)	
Description	The Percent of Orders completed after the commitment date, due to CLEC or end user delay, where the reason for customer delay is identified as a late order confirmation.	
Products	Resale: • POTS • Complex • Specials	UNE: • Platform • Loop – Hot Cut • POTS – Other • Complex • Specials

Calculation	Numerator	Denominator
	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (for late Order Confirmation [MAC = SC]) for product group	Count of Orders Completed for product group.